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# MISSOURI STATE REHABILITATION COUNCIL for the BLIND

## ANNUAL REPORT

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PROGRAM YEAR **2019**

*Providing individuals who have visual disabilities  
with valuable services that effectively address  
common barriers to employment*

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Cover Photo: Commemorative photo, taken March 10, 2020, of celebration of Missouri Governor Mike Parson's recognition of Missouri Department of Social Services, Family Support Division, Rehabilitation Services for the Blind for "being the nation's top performing blind agency and leading the nation in individual employment retention rates for Federal Program Year 2018."

## LETTER FROM THE CHAIRMAN, MSRCB

**Geoffrey Q. Barney**  
Chairman

**Missouri State  
Rehabilitation  
Council for  
The Blind**

December 8, 2020

Dear Fellow Missourians:

As Chair of the State Rehabilitation Council for the Blind (SRC), it is my honor to submit the 2020 Annual Report, sharing the status of services, in accordance with Section 105(5) of the Rehabilitation Act of 1973, as amended by Congress in 1998. The SRC was created by Missouri Executive Order 93-01 and is responsible for reviewing, analyzing and advising Missouri Rehabilitation Services for the Blind (RSB), an agency in the Missouri Division of Family Support (DFS), on its policies and provision of rehabilitation services to Missourians who are blind or visually impaired. The SRC is made up of a group of individuals who serve or advocate for people who are visually impaired or blind.

RSB provides services that are critical to this growing segment of our population. The CDC reports that during the next three decades, the population of adults with vision impairment and age-related eye diseases is estimated to double because of the rapidly aging U.S. population. In addition, the epidemic of diabetes as well as other chronic diseases will contribute to an increasing population of people who experience vision loss. RSB works to help all of these people become or continue to be independent through employment or self-employment.

The SRC is dedicated to working with RSB on their goals to assist blind and visually impaired Missourians to become self-supporting and fully participating members of society. Missourians with vision loss can share their experiences, both positive and challenging, through the SRC, our quarterly reviews of agency policies, procedures and operations, along with public forums and our "customer satisfaction survey." The SRC uses this information to work with RSB and to advise them with expertise in the different areas.

The SRC is committed to its purpose and is rising to meet the growing challenges facing people with vision loss. We feel this report provides an informative overview of RSB and the activities of the SRC. We would be pleased to answer any questions about this report, the operations of RSB, or the work of the State Rehabilitation Council.

Respectfully Submitted,

Geoffrey Q. Barney

Superintendent  
Missouri School for the Blind

## YEAR IN REVIEW

**The SRC analyzed the results of client satisfaction surveys**, which were received from RSB clients at the time of case closure. Comments and concerns expressed in the surveys were discussed by the SRC.

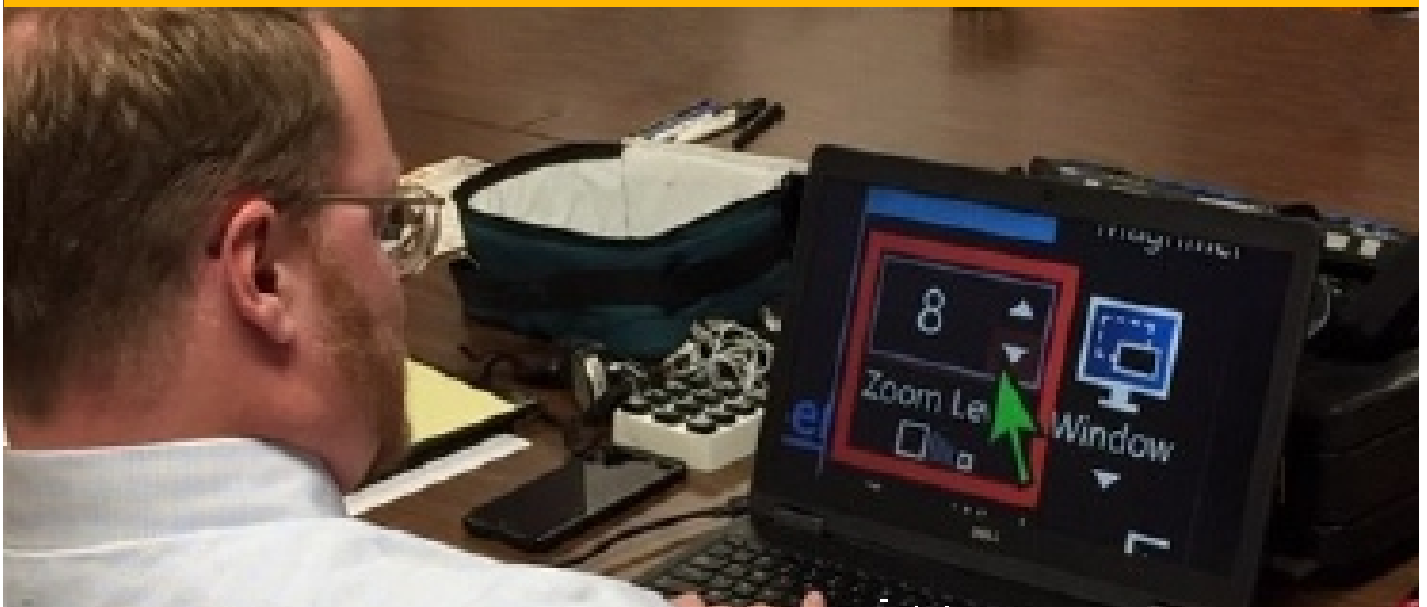
RSB continued to update the SRC on the Workforce Innovations Opportunities Act (WIOA), including WIOA's influence on Youth in Transition, Pre- Employment Transition Services, Competitive Integrated Employment, and how RSB collaborated with and have created Partnerships with other state agencies.

The SRC provided input and recommendations on the VR services portion of the Unified or Combined State Plan, reviewed the Annual Report, reviewed and analyzed the consumer satisfaction surveys and other Council reports that may have been developed as part of the Council's functions.

Public Forums were held quarterly in various locations across the state and when COVID-19 hit, adjustments were made and will continue to best serve those who are blind and visually impaired across the state.

RSB kept the SRC updated on the vacancies within RSB. Issues with difficulty in recruitment were discussed, as well as how accessible the application process is for the blind and visually impaired.

## MEET SOME AMAZING PEOPLE



RSB staff demonstrating a variety of supportive services and technology available to blind and visually impaired customers through RSB and partnering organizations.

## LETTER FROM THE DEPUTY DIRECTOR, RSB



**Keith Roderick**  
Director

Rehabilitation  
Services for  
the Blind

Dear Fellow Missourians,

This annual report, presented by the Missouri State Rehabilitation Council for the Blind for program year 2019, provides information on the Missouri Department of Social Services, Family Support Division, and Rehabilitation Services for the Blind (RSB) vocational rehabilitation employment program for individuals with visual disabilities.

The Department of Social Services' mission is to empower Missourians to live safe, healthy, and productive lives. This past year the COVID-19 pandemic has offered many challenges and opportunities meeting this mission. We quickly restructured to a remote work force and provided continuous services. We re-evaluated our service delivery model to meet the new challenges necessary to promote staff and client safety. We have embraced new technology that will provide electronic signatures, fax, and virtual meetings to enhance and expedite services. Even with the record unemployment rates nationally, RSB met the goal

of 189 successful employment closures and our federal performance measures are above the national averages.

Over the next year, I expect RSB will continue to change as we learn more about the pandemic and new solutions to adapt to the changing world.

In closing, I offer my sincere appreciation for your interest and support in serving Missourians with visual disabilities.

Sincerely,

Keith Roderick, Deputy Director  
Department of Social Services  
Family Support Division  
Rehabilitation Services for the Blind

## HIGHLIGHTS OF PROGRAM YEAR 2019

### Individuals Served

Individuals with blindness/visual impairments served in Program Year 2019 ..... **3,953**

### Older Blind Independent Living Program

Individuals served in the Older Blind Independent Living Program ..... **1,278**

Individuals' cases were closed successfully rehabilitated ..... **477**

### Prevention of Blindness Program

Individuals received case management services in the Prevention of Blindness Program ..... **449**

Individuals screened for intraocular pressure and other eye conditions ..... **1,991**

### Vocational Rehabilitation Program

Individuals served in the Vocational Rehabilitation Program ..... **1,403**

Closing in successful employment ..... **189**

### Children's Services Program

Children received services in the Children's Services Program ..... **577**

### Independent Living Program

Individuals were served in the Independent Living Program ..... **246**

Closed successfully rehabilitated ..... **146**

### Business Enterprise Program

Business Enterprise Program facilities ..... **33**

Military installations ..... **1**

Managers ..... **19**

People employed ..... **982**

Gross sales ..... **\$41,001,603**



## PURPOSE OF THE STATE REHABILITATION COUNCIL

**The Missouri State Rehabilitation Council for the Blind** was established in February 1993 by Executive Order 93-01 to:

- Act as a forum through which citizens with blindness, parents, providers, and other interested Missourians can voice their opinions and constructive criticisms, make recommendations and give public recognition for services being performed on their behalf by RSB;
- Serve jointly with RSB in its activities to improve the services, programs and facilities for individuals with blindness and visual impairments;
- Receive from RSB information concerning the intents and objectives of RSB so that the Council, in turn, can pass this information on to individuals with blindness.

Missouri State Rehabilitation Council for the Blind

615 Howerton Court - P. O. Box 2320

Jefferson City, MO 65102-2320

Phone: (573) 751-4249 — Fax: (573) 751-4984

### MEET SOME AMAZING PEOPLE

RSB staff demonstrating a variety of supportive services and technology available to blind and visually impaired customers through RSB and partnering organizations.



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## FUNCTIONS

**The SRC's functions include**, but are not limited to, acting in partnership with RSB to:

- Review, analyze, and advise RSB regarding RSB's performance of responsibilities under Title I of the ACT, relating especially to eligibility for Vocational Rehabilitation (VR) services; the extent, scope and effectiveness of VR services that RSB provides; and functions performed by State agencies that potentially affect the ability of blind individuals to achieve rehabilitation goals and objectives.
- Assist RSB with the development and review of the State goals and priorities; assist in the preparation of the State plan.
- Conduct a review and analysis of the effectiveness of, and consumer satisfaction with, VR services and other functions performed by State agencies and other public and private entities responsible for performing functions for blind individuals.
- Prepare and submit an annual report to the Governor of the State of Missouri, to the Commissioner of the Rehabilitation Services Administration of the U. S. Department of Education, and to the Director of FSD.
- Coordinate with other councils within the State.
- Provide for coordination and the establishment of working relationships between FSD, RSB and the Statewide Independent Living Council and Centers for Independent Living in Missouri.
- Select a pool of individuals to serve as impartial hearing officers for VR applicants and recipients who wish to appeal a decision of RSB.

### YOU CAN “QUOTE” ME

*“Your agency provides practical hope for those who need it the most and help us to exceed even our own expectations. We are able to set goals we would not have otherwise considered.”*

*— RSB Client*



# COUNCIL MEMBERS & COMMITTEES

## *Council Members*

**The membership of the Council is comprised** of no more than 21 individuals appointed by the Governor, with the following representation mandated by the Rehabilitation Act. At least one representative from each of the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- RSB Vocational Counselor
- Community Rehabilitation Program service provider
- State education agency responsible for the public education of students with disabilities
- State Workforce Investment Board
- Disabilities group representing individuals who are blind
- Representative of individuals who have blindness, have multiple disabilities, and have difficulty representing themselves due to disability
- Business, labor and industry
- Advocacy groups for individuals with blindness or other authorized representatives of individuals with blindness who are unable to represent themselves
- Current or former recipients of VR services
- And the Deputy Director of FSD/RSB as an ex-officio member.

## *Committees*

### **Evaluation Committee**

Evaluates the performance and/or operation of RSB, such as surveys and annual reports.

### **Planning Committee**

The state plan and any other planning operation of the Council, including the business network issues.

### **Governmental Affairs Committee**

Works on things happening at the state and federal level and that are governmental in nature.

### **Program & Policy Committee**

Handles new policy and or program items from RSB rather than waiting until the next Council meeting.

## STANDARDS & INDICATORS

### *General Information*

**There are a total of 80 State vocational rehabilitation agencies** or commissions that provide rehabilitation services for individuals with disabilities in the United States and associated territories.

Currently, 24 states have a separate vocational rehabilitation agency or commission that provides services exclusively for consumers who are blind or visually impaired. The alternative skills of blindness are markedly different from the skills required by other disabled persons. The methodology of instructing the blind and confronting the issues of blindness in our society require the development of specialized service programs, with service delivery by specialized personnel.

*Served in VR Program* ..... **1,403**

*Achieved Employment* ..... **189**

*Net Gain Over Last Year* ..... **1**

*Total Annual Wages after Services for  
Employed Vocational Rehabilitation Clients* ..... **\$5,014,167**

### YOU CAN “QUOTE” ME

*“There are no words for the invaluable service I received. Thank you RSB, I am forever indebted to you.”*

*—RSB Client*

## Success Story

**HERB POWELL** was referred to Rehabilitation Services for the Blind on August 26, 2019. He had been diagnosed with advanced open angle Glaucoma, rendering much of Herb's visual fields useless. Herb was working as a field technician for All System, Inc., a tech company that travels to hospitals and schools installing and repairing and maintaining hospital equipment, security and locks, as well as school security and locks.

Herb had come to the point where he could not drive on certain days and could not drive a night at all. His job was in jeopardy.

VRC began with an analysis of Herb's job duties. Everything from driving, to lighting and the need for magnification and the need to be hands free on the job was evaluated. Herb was very open to suggestions and several candid conversations discussing the pros and cons of different approaches to working and living with low vision were had with various staff members. Determinations were made as to what equipment would be most effective for maintaining Herb's current position. Equipment was ordered and training was provided.

Another real worry for Herb was age discrimination both at his current job and if he were

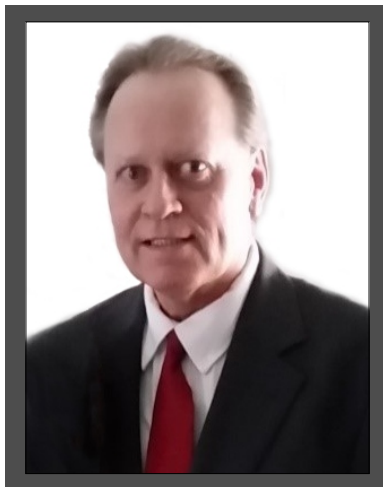
to need to look for a new job. Herb was now paired up with a younger worker for driving purposes. Herb worried that this would be his replacement. Herb looked for a way to make his experience valuable to the company and to make his place within the company more secure. Herb was able to come up with a system that made routes and repairs more efficient. Then COVID-19 hit. Herb, being the technician with the most experience was sent to

work in ICU units at some hospitals. He was then promoted to the position as trainer, and given a raise.

It was impressive to see how Herb was able to take his bosses' viewpoint of what a person with low vision was limited to and turn it around and make an opportunity out of it. This cli-

ent went from the verge of being ready to be involuntarily retired to being promoted. Herb knew his value and promoted it. He knew that his change in vision changed his bosses' belief in his abilities. But, he was able to use his equipment, training and services, coupled with his experience, and change it back. Herb never lost faith in himself or his value. Herb did not allow a change in vision to change his overall functioning.

That is why he is a success.



## Success Story

### TERRA

is a 15 year old high school student. This summer, Terra participated in the Summer Transition to Employment Program (STEP) at Alphapointe in Kansas City. STEP is a work-based learning experience program that is sponsored by Rehabilitation Services for the Blind to help blind and visually impaired students gain different skill sets to help them obtain future employment. During her time there, Terra worked with the Kansas City Community Garden for 8 weeks surveying garden patrons and then entering the information she collected into a database. Terra also spent time at some of the other garden plots around the city helping to plant and pick items that were grown.

Terra was a very hard worker and had great focus. She knew her script by heart and did well interacting with the people she called. Terra also worked on employment skills during this program including creating a resume and practicing informational interviews. She hopes to work with children in her future career and is currently working on writing her own book.

The STEP program is a great opportunity for transition-aged students, involved with RSB, to explore their interest and talents while simultaneously learning employment skills for the future. We hope Terra's story inspires others to participate in similar programs and put a spotlight on the great programs available to school-aged individuals who are blind and visually impaired.

*We hope Terra's story inspires others to participate in ... and put a spotlight on ... programs available to school-aged individuals who are blind and visually impaired.*



## Success Story

**NINA VILLANO** is a 59 year old college graduate who is working with International Students who are attending UMSL.

She began her journey in Collinsville, Illinois where she attended public school and received her high school diploma from Collinsville High School in May of 1979. She was employed at different sales jobs until she was offered the opportunity to work for the May Corporation in St. Louis, MO in 1997.

She moved to St. Louis where she was employed by the May Corporation until 2005 when she suddenly started to lose her vision. The abrupt change in her vision was frightening and she couldn't perform her employment duties. She didn't know what to do so she quit her job. She went to the doctor and found out that she had the health condition Diabetes Mellitus which had caused her vision loss. She was legally blind at this point and she began taking medication for her condition.

She was referred to RSB for services and a VR case was opened. She worked hard to learn blindness skills for mobility, home care, and meal preparation. She lived by herself and she was still learning to manage a difficult health condition.

In 2008 she had the opportunity to move to Dallas, Texas where she would live with a family member while she continued her health recovery and learning blindness skills. She lived in Dallas, Texas until 2013 when she returned to St. Louis, MO.

She referred herself to RSB for services and a VR case was opened on 04/22/2013. She was ready to move towards employment, but she wanted to work in the area of communications and decided that she needed at least an associate's degree in order to gain employment in this field. She enrolled at St. Louis Community College at Florissant Valley in the fall of 2013 and carried a full load of classes while being employed as an Announcer and DJ at the KCFV-FM 89.5 radio station on campus.

She is FFA licensed and is still producing a program at KCFV-FM 89.5. She graduated from St. Louis Community College at Florissant Valley in May of 2017 with an Associate's Degree in Mass Communication. She decided at that time to continue her education and began her Bachelors of Science study program in the fall of 2017. She graduated from UMSL in December of 2019 with a Bachelor's of Science degree in Media Communications with a GPA of 3.8. She is a member of Phi Theta Kappa and the National Society of Leadership and Success.



She received the opportunity to attend Communication Studies at Roehampton University in London, England in the summer of 2019 before her graduation from UMSL.

The Studies Abroad Program is sponsored by UMSL. She was able to view some of the differences in how information is communicated in other countries through this experience. She was able to make some short trips to locations in England, Amsterdam, Belgium, France, and Italy while she was there.

Nina Villano was offered a position at UMSL in the Global international Students and Scholars Program as a Front Desk Team Supporter in January 20, 2020. She is able to work with students and assist them in keeping their paperwork in compliance with university standards for visas and other documentation. She also began her Masters Degree in Communications and a Masters Certificate in International Studies in the spring of 2020.

She has been open to opportunities along the way to learn and grow. She has worked hard and her life is a Success Story.



*[Nina] ...has been open to opportunities along the way to learn and grow. She has worked hard and her life is a Success Story.*





## Success Story

**FRANK BALVEN** opened his case with the St. Louis South Office in August of 2018. In addition to having Usher's Syndrome, Frank also has a hearing impairment.

Frank came to RSB with some work experience, primarily through temp agencies, wanting to pursue permanent employment but was unsure of what job would be a good fit for him. He participated in Vocational Testing and Discovery and Explorations. Through these assessments, Frank was able to discover two vocational goals that would be a good fit for him, given his unique needs.

Frank's active participation and success in D&E allowed him to move forward into Job Development by May 2019. This was soon put on hold, as a few weeks later, Frank was diagnosed with kidney cancer. Frank had to have his entire kidney removed, to prevent the cancer from spreading to other organs. The surgery was

successful and Frank bounced back quick, eager to begin Job Development activities again by August.

For the next five months, Frank met weekly with his Job Developer, applied for countless

jobs, and went on numerous interviews with no luck. He remained positive, despite all of the rejection, and continued to apply and interview. He even opened himself up to a variety of positions and work schedules, to increase his chances of getting hired.

Frank's persistence paid off, and in January 2020, he was hired as a Dishwasher at Friendship Village Assisted Living. After

two months on the job, COVID-19 hit the St. Louis area. Frank's position was deemed "essential" and he continued to show up and do the job well, despite the pandemic.

Frank has reported that he really enjoys his job and gets satisfaction from being able to provide for his family.

*Frank met weekly with his Job Developer, applied for countless jobs, and went on numerous interviews with no luck. He remained positive, despite all of the rejection, and continued to apply and interview. He even opened himself up to a variety of positions and work schedules, to increase his chances of getting hired.*

## ECONOMIC IMPACT

*Program Year 2019*

### Rehabilitation Services for the Blind in Program Year 2019

*Federal and State dollars allowed RSB to provide effective, high quality services to blind and visually impaired Missourians* \_\_\_\_\_ **\$13 million**

### Economic impact on Missouri

*Successful services and employment outcomes between the Vocational Rehabilitation Program, as well as the Business Enterprise Program* \_\_\_\_\_ **\$46 million**

*This Annual Report outlines these successful services provided by RSB, as well as shares personal success stories by RSB clients.*

## MEET SOME AMAZING PEOPLE



Rehabilitation Services for the Blind Rehabilitation Teachers and Mobility Specialists, using sleep shades and guiding fellow staff members around various public places to show how mobility training works when out in the field with clients.

## PY 2019 BLIND AGENCY

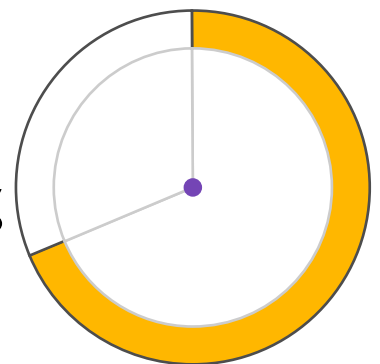
### Summary of RSB Performance

**Section 116 of WIOA establishes performance accountability indicators** and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served. RSA has used their transition authority under WIOA sec. 503(a) to designate primary indicators of performance as “baseline” indicators in the first plan submission. The actual performance data reported by States for indicators designated as “baseline” in the first two years of the Unified or Combined Plan will serve as baseline data in future years.

During this transition period, RSB is utilizing the following measurements for state level performance reporting:

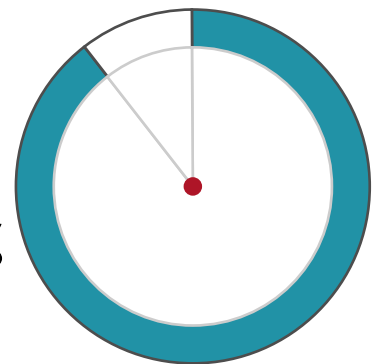
**Employment Rate 2nd Quarter  
after Exit**

68.5%



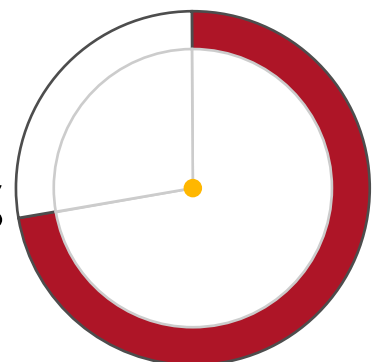
**Percentage of Individuals Achieving Self-Sufficiency  
(Relying Primarily on Their Own Income)  
After Successfully Completing the Program**

89.4%



**Vocational Rehabilitation Rate  
of Successful Rehabilitation**

72.3%



## VOCATIONAL REHABILITATION

### PY 2019 Earnings

New VR cases opened \_\_\_\_\_ **233**

Clients served \_\_\_\_\_ **1,403**

*Average Annual Earnings*

*Per Rehabilitated Client* \_\_\_\_\_ **\$26,530**

The following information is based on the Average Annual Earnings from above:

*MO State Taxes Paid*

*Per Rehabilitated Client* \_\_\_\_\_ **\$509**

*Federal Taxes Paid*

*Per Rehabilitated Client* \_\_\_\_\_ **\$1,525**

*Total Taxes Paid*

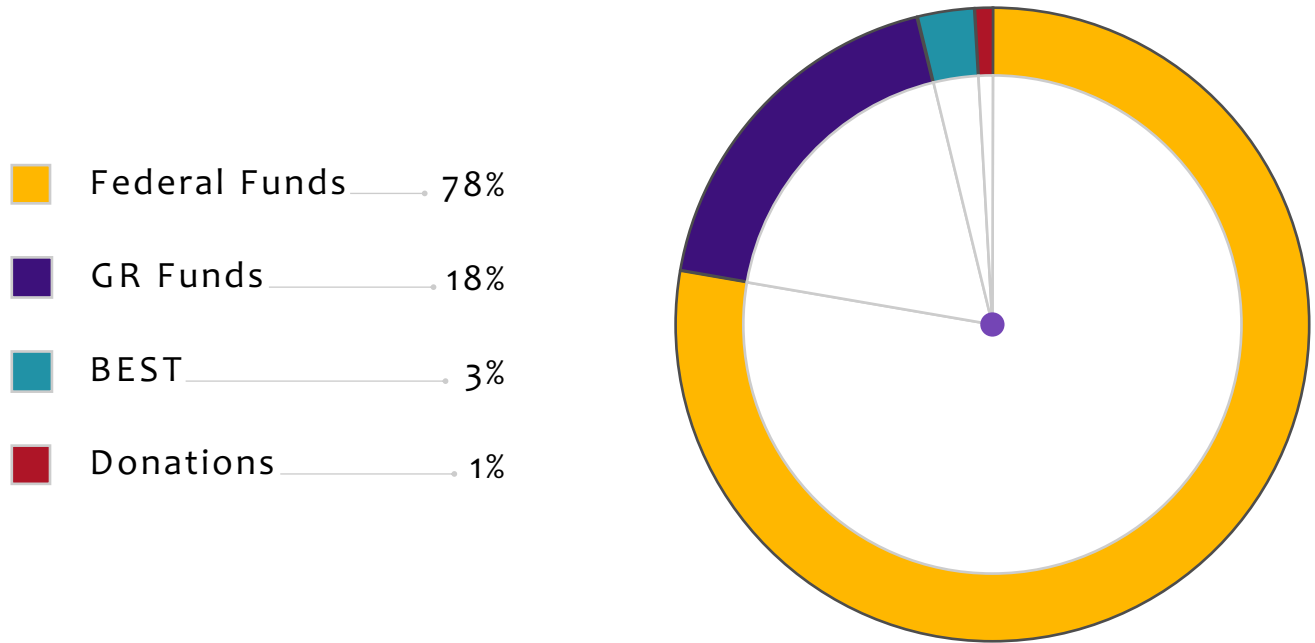
*Per Rehabilitated Client* \_\_\_\_\_ **\$2,034**

*Total Combined Yearly Taxes Paid*

*by all Rehabilitated Clients* \_\_\_\_\_ **\$384,426**

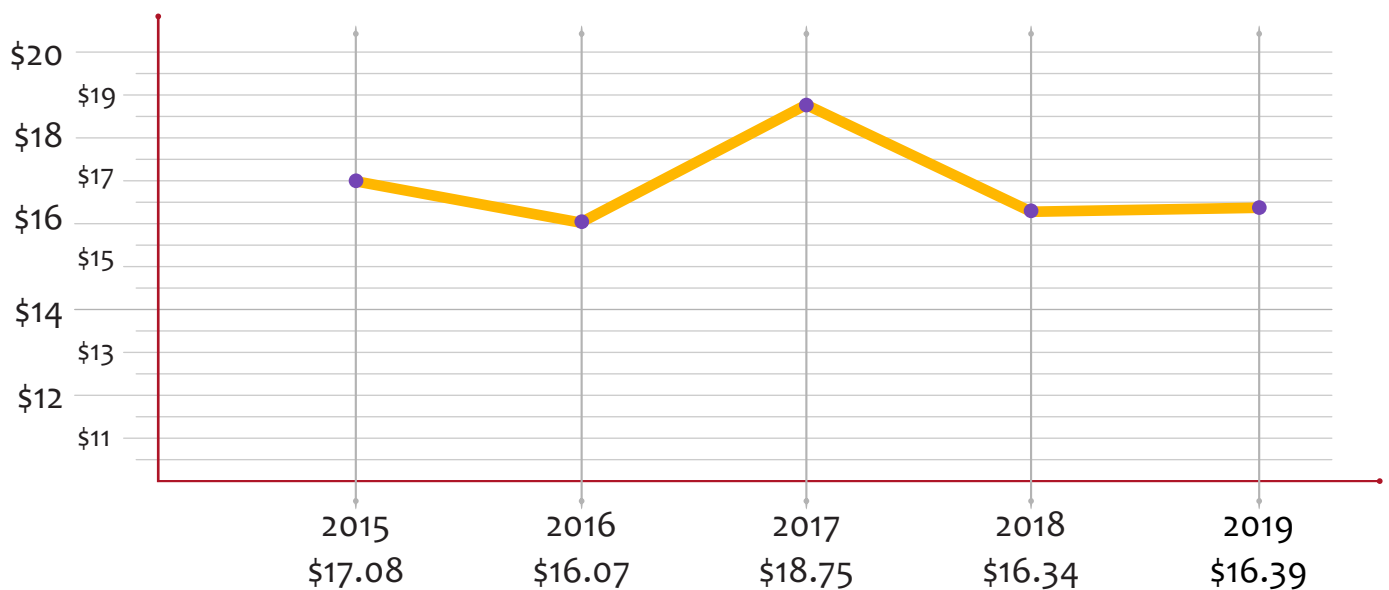
# MISSOURI FUNDING SOURCES

*State Fiscal Year 2020*



## *PY 2019 Average Hourly Wage at Closure*

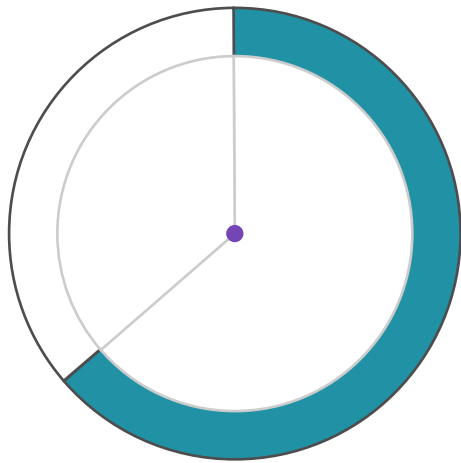
**\$16.39**



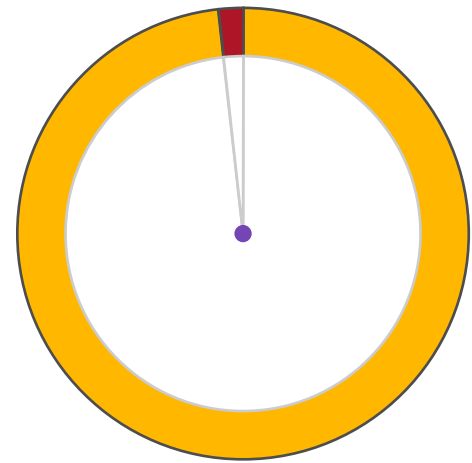
## VOCATIONAL REHABILITATION SERVICES

**Individuals who have a severe visual disability** encounter some common barriers to employment. Common barriers recognized are: access to print information, transportation, negative attitudes regarding the skills and abilities of the blind, as well as marketable 21st century job skills. Rehabilitation Services for the Blind provides valuable services that effectively address these barriers and others.

In program year 2019, RSB successfully rehabilitated **189** Missourians in pursuit of their employment goal. The following data profiles show those successful closures:



■ Rehabilitation Rate (189) 63.85%



■ Competitive Employment (181) 95.77%

■ Self- Employment (8) 4.23%

In PY 2019, through the services of RSB, **189** individuals have been able to gain or retain employment. Their occupations are as follows:

Arts, Design, Entertainment, Sports, and Media	16	Healthcare Support	14
Building and Grounds Cleaning	13	Installation, Maintenance, and Repair	6
Business and Financial Operations	16	Legal Occupations	6
Community and Social Service	16	Management	21
Computer and Mathematical	5	Office and Administrative	15
Construction and Extraction Occupations	4	Personal Care and Service	9
Educational Instruction, and Library	14	Production	2
Food Preparation and Food Serving	18	Sales and Related	7
Healthcare Practitioners and Technical	2	Transportation and Material Moving	5



## PUBLIC FORUMS

**The SRC continued to hold public forums throughout the state**, allowing individuals to voice opinions and concerns about the services of RSB. To assist those with difficulty traveling, the Council provides phone conferencing as well.

### August

## St. Louis, Mo

Speakers: Lori Becker and Jason Hartsfield came to discuss the Starkloff Disability Institute. They shared with the public that The Starkloff Disability Institute is a 501(c)(3) non-profit organization dedicated to helping people with disabilities in all aspects of society. The Starkloff Disability Institute sees itself as a Workforce, Workplace Disability Advisor that prepares participants for competitive employment. Starkloff Workplace Advisors also work with companies to insure they are prepared to welcome them. The council enjoyed the information they shared and found it very informative to pass along to an even bigger audience as they come across potential clients/individuals who would benefit from the services Starkloff offers.

### November

## Cape Girardeau, Mo

Jim Brinkmann, Supervisor over the Business Enterprise Program, served as the guest speaker for the public forum. Mr. Brinkmann opened by sharing some history on the Business Enterprises program (BEP) and explained that in 1951, RSB and Lions Club merged together to create the Program, and that the Lions and the BEP program have been working the program together since that point. The public was informed on what BEP consists of which is: Convenient Stores, Delis and Full Cafeterias. BEP is also involved in contract management dining, which includes managing the food service at Fort Leonard Wood. BEP has been a great asset to the state, giving blind individuals more options and freedoms to explore in employment. Thanks to things like the Mini Randolph Sheppard Act, priority has been given to legally Blind Missourians to operate food and retail in the State buildings as well.

## February

### Kansas City, Mo

Speakers: Brenda Whitlock and David Baker with Missouri Assistive Technology (MoAT). David Baker opened by welcoming everyone and sharing about the Federal Assistive Technology Act Program for the state of Missouri that was developed in 1991. MoAT is located in Blue Springs and are a staff of eight that are responsible for serving the entire state of Missouri. In the last State Fiscal Year, MoAT served 23,671 individuals in all; and of that number, 7,640 Missourians were able to attain Assistive Technology through a service or program that MoAT operates. MoAT serves clients with all disabilities, from birth to death, focusing on ways inanimate objects can help individuals achieve a multitude of different things. Brenda Whitlock did a fun and informative demonstration on different tech devices MoAT has to offer, including the Eschenbach Video Magnifier, Pen Friend and OrCam and also discussed the free app 'Seeing ai.' These are just three of the many, many items MoAT has to offer to help those with disabilities live a life with more ease, thanks to the technology available to them that is continuously being developed and discovered.

## May

### Jefferson City, Mo

Unfortunately due to the unprecedented times and COVID-19 hitting the states all across our nation between our February to May meeting, the SRC did not have a public speaker for this meeting. A WebEx call did take place, open to the public, but no public speakers were present at this time. We are hopeful for the future and discovering more creative ways to keep our public meetings safely open to the public and providing more helpful information to blind and visually impaired Missourians.

#### YOU CAN “QUOTE” ME

*“Services were helpful and I have maintained my job.”*  
— RSB Client

## CLIENT SATISFACTION SURVEY

**Client Satisfaction Surveys are administered to individuals** after closing their Vocational Rehabilitation case with RSB. These surveys are administered on a monthly basis.

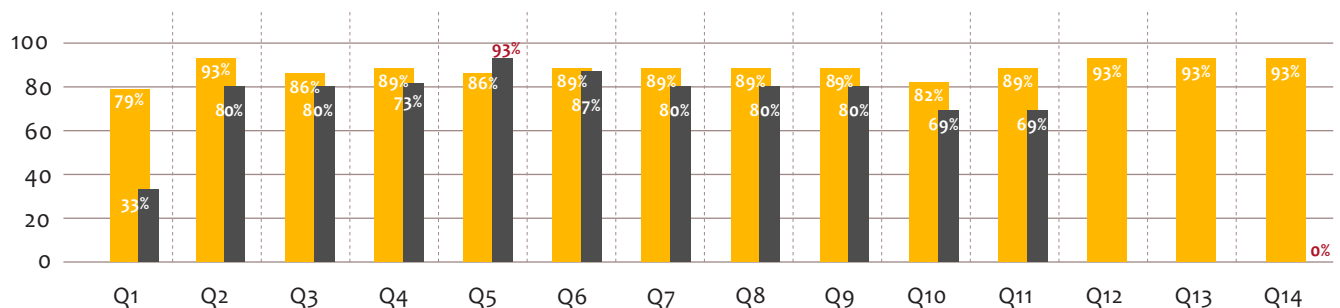
**Clients closed in competitive, integrated employment** 189  
**Clients who returned their survey** 29  
**Rate of return** 15%

**Clients closed in a status other than competitive employment** 145  
**Clients who returned their survey** 15  
**Rate of return** 10%

### Client Satisfaction Survey Questions

Two different surveys are given: a 14-question survey is sent to individuals whose cases are **closed in competitive employment;** and a similar 11-question survey is sent to individuals whose cases were **closed in any status other than competitive employment.**

1. I was employed when I applied for services from RSB.
2. The choice of services available from RSB was sufficient to meet my needs.
3. I had the final say in the selection of service providers.
4. I received services from RSB in a reasonable amount of time.
5. RSB staff returned my phone calls within 1-2 business days.
6. RSB staff was knowledgeable about my needs as a person who is visually impaired/blind.
7. RSB staff helped me build my confidence in my abilities.
8. My rehabilitation plan was individualized to meet my goals.
9. I had the final say in the selection of my vocational goal.
10. Upon completion of my vocational rehabilitation plan, I was prepared to seek/maintain employment.
11. The services RSB provided were sufficient to help me secure/continue employment.
12. As a result of the services provided by RSB, my present work situation is better than it was before I began the program.
13. The support I received from RSB following my employment was adequate to ensure continued success.
14. I am pleased with the overall outcome of my experience in the vocational rehabilitation program provided by RSB.



Source: Rehabilitation Services for the Blind - Independent Living Program - FY 2020 Program Participant Survey

## VISION FOR THE FUTURE

**As RSB strives to create opportunities** for the personal and vocational success of blind and visually impaired Missourians, the SRC believes that with the proper training, alternative skills and assistive technology, those individuals who are blind can be vocationally, socially and economically competitive.

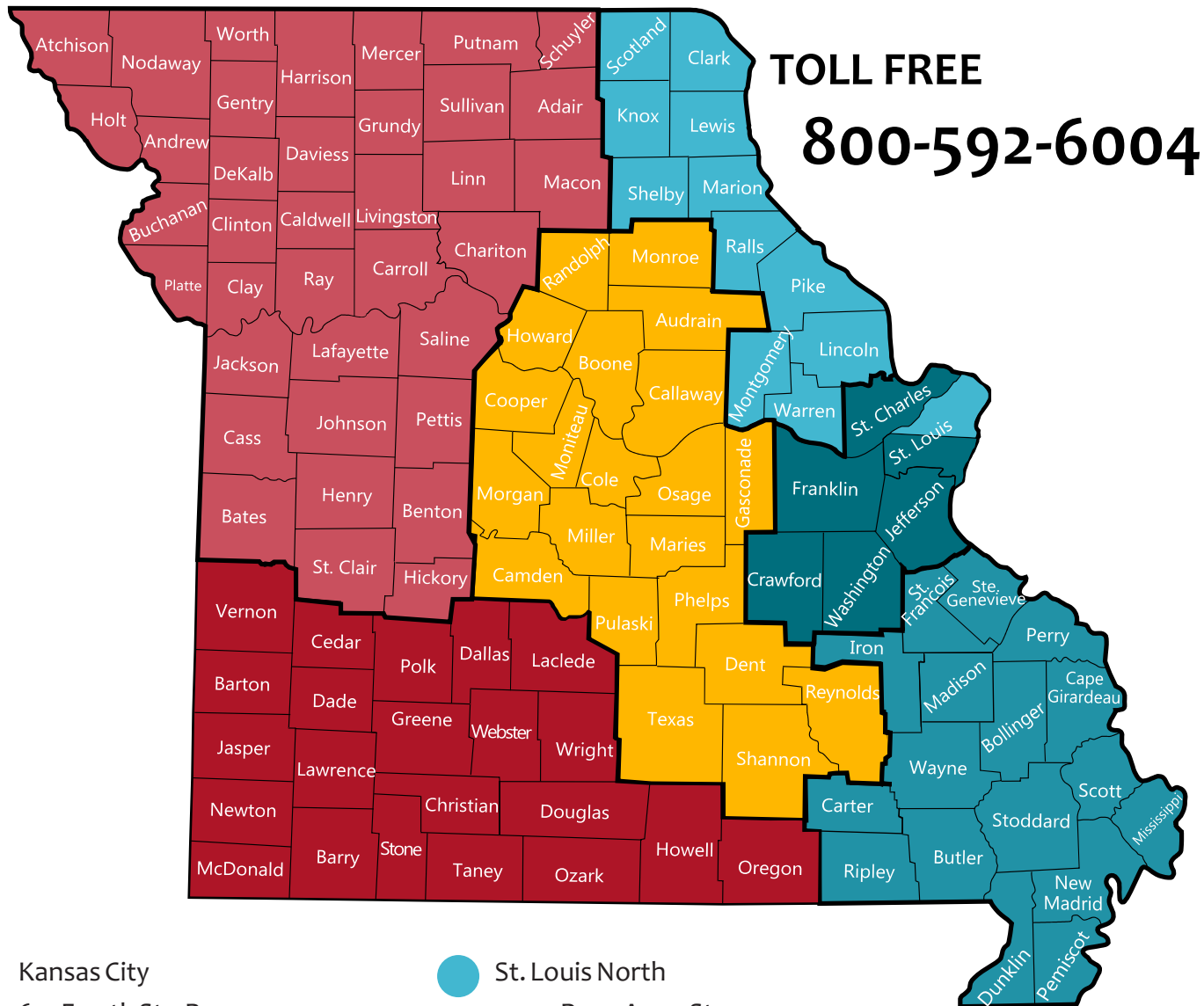
The SRC will continue to work cooperatively with RSB to improve the services offered to meet what we consider to be the unique rehabilitation needs of clients with visual disabilities. The following top five strategic priorities were developed by the SRC to ensure ongoing success for visually impaired Missourians:

1. Promote the full inclusion, participation and integration of Missouri blind and severely visually impaired in the economic, social, cultural and educational mainstream of society.
2. Through the SRC's advisory capacity, assure that appropriate education and rehabilitation services increase the employment rate of blind and visually impaired individuals in Missouri.
3. Promote and assure the continuation of specialized vocational rehabilitation services to consumers who are blind and severely visually impaired through specially trained professional staff with unique skills and knowledge of blindness.
4. In partnership with RSB, develop, agree to, and review the annual state goals and priorities, including strategies to address the unprecedented turnover the agency has experienced in recent years, to ensure Missourians who are blind receive high quality services from qualified personnel.
5. In partnership with RSB, the SRC will work to implement new procedures congruent with the expectations of the Workforce Innovation and Opportunity Act, in order to ensure coordination of all entities involved in increasing access of blind Missourians to today's job market.

### YOU CAN “QUOTE” ME

*“Amazing people, they are all very helpful, patient and caring.” — RSB Client*

## REHABILITATION SERVICES FOR THE BLIND



### Kansas City

615 E. 13th St.–Rm. 409  
Kansas City, MO 64106  
816-889-2677



### Southwest

149 Park Central Sq.–Rm. 640  
Springfield, MO 65806  
417-895-6386



### Mid-MO

3418 Knipp Dr.–Ste. A-2  
Jefferson City, MO 65102  
573-751-2714



### St. Louis North

9900 Page Ave.–Ste. 105  
St. Louis, MO 63132  
314-264-7601



### St. Louis South

3867 Magnolia Ave.  
St. Louis, MO 63110  
314-933-7311



### Southeast

106 Arthur St.–Ste. E  
Sikeston, MO 63801  
573-472-5240

### RSB Administrative Office

615 Howerton Ct.,  
PO Box 2320  
Jefferson City, MO  
65102-2320

# **MISSOURI STATE REHABILITATION COUNCIL for the BLIND**

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## ***ANNUAL REPORT – PROGRAM YEAR 2019***

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